

STATEMENT UNDER 37 CFR 3.73(b)Applicant/Patent Owner: JAMES NEAL RICHTER, DOUG WARNER, GANESH PRABUApplication No./Patent No.: 09/751,934 / 7,730,072 Filed/Issue Date: December 29, 2000 / June 1, 2010Titled: AUTOMATED ADAPTIVE CLASSIFICATION SYSTEM FOR KNOWLEDGE NETWORKSRIGHTNOW TECHNOLOGIES, INC., a CORPORATION

(Name of Assignee)

(Type of Assignee: corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest in;
2. ☐ an assignee of less than the entire right, title, and interest in
(The extent (by percentage) of its ownership interest is _____%); or
3. ☐ the assignee of an undivided interest in the entirety of (a complete assignment from one of the joint inventors was made)

the patent application/patent identified above, by virtue of either:

- A. ☐ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel _____, Frame _____, or for which a copy thereof is attached.

OR

- B. ☒ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: JAMES NEAL RICHTER, DOUGLAS K. WARNER, GANESH PRABU To: RIGHTNOW TECHNOLOGIES

The document was recorded in the United States Patent and Trademark Office at

Reel 011546, Frame 0844, or for which a copy thereof is attached.

2. From: JAMES NEAL RICHTER, DOUG WARNER, GANESH PRABU To: RIGHTNOW TECHNOLOGIES, INC.

The document was recorded in the United States Patent and Trademark Office at

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3. From: _____ To: _____

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- ☐ Additional documents in the chain of title are listed on a supplemental sheet (s).

- ☒ As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (*i.e.*, a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

/William J. Daley/
Signature

May 12, 2012
Date

William J. Daley, (Reg. No. 52,471)
Printed or Typed Name

Attorney of Record
Title